## 24.01. How to re-set mSupply client

Over time, the mSupply client may not function as expected. There are a variety of reason for this. Bad network connection to the server may have corrupted critical files during transfer. Unstable hardware may have shutdown un-gracefully or crashed damaging files. There may have been a virus issue.

Below is an image of one of many symptoms that the user may notice.



## **Corrupted client configuration files**

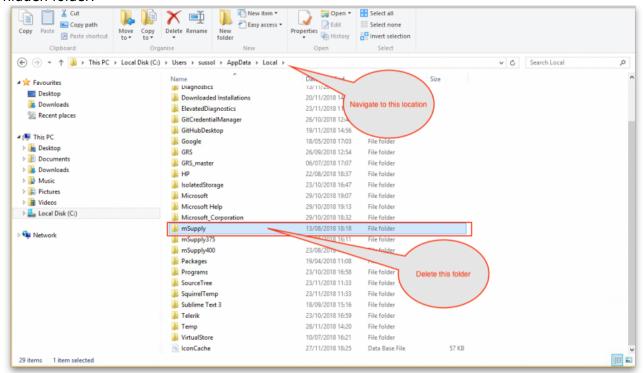
mSupply client generates and stores it's configuration in files and folders. Theses files are safe to delete as they will be re-created by the mSupply client when it is started.

So let's assume that one of the files have been corrupted and that we need to delete them.

## **Procedure:**

1. Make sure the mSupply Client is not running. If it is running, quit out of it.

- 2. On windows: Navigate to c:\Users\SomeUser\AppData\Local, Then delete the "mSupply" folder. Note: SomeUser will be the Windows account name. In the example here, the Windows account name is Sussol.
- 3. Please note that the "AppData" folder may be hidden, so enable your file explorer to view the hidden folder.



- 4. Navigate to the "Roaming" section in: c:\Users\SomeUser\AppData\Roaming and delete the following folders:
  - 4D
  - mSupply Share Cut 1 X W- Copy path Sele Move Copy Delete Rename Paste shortcut A History (€) → ↑ 🖟 → This PC → Local Disk (C:) → Users → sussol → AppData → Roaming → Desktop ∰ 4D Downloads M 4D Serve Adobe 19/04/2018 11:08 Recent places File folde Alithor 20/11/2018 15:12 t

    ■ This PC Cognito 23/08/2018 11:16 File folder **Desktop** GitHub Desktop 26/11/2018 18:30 File folder Document Downloads GRS maste 06/07/2018 16:38 File folder Music Identities 04/05/2018 15:45 File folder Pictures ■ Videos Microsoft 29/10/2018 19-13 Local Disk (C:) mSupply MSupply375 MSupply400 23/08/2018 19:02 MSupply401 21/09/2018 17:09 File folde Point of Sale 30/07/2018 19:18 File folder 22/08/2018 19:00 📗 pos pos\_5 31/10/2018 18:44 File folder postgresal 02/11/2018 16:34 File folder rest\_API\_demo rest\_API\_demo\_v16R4 23/10/2018 12:19 File folde rest API demo v17 23/10/2018 12:25 File folder Sublime Text 3 18/09/2018 15:16 23/05/2018 10:49 1 item selected

5. Finally Restart the mSupply Client.

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